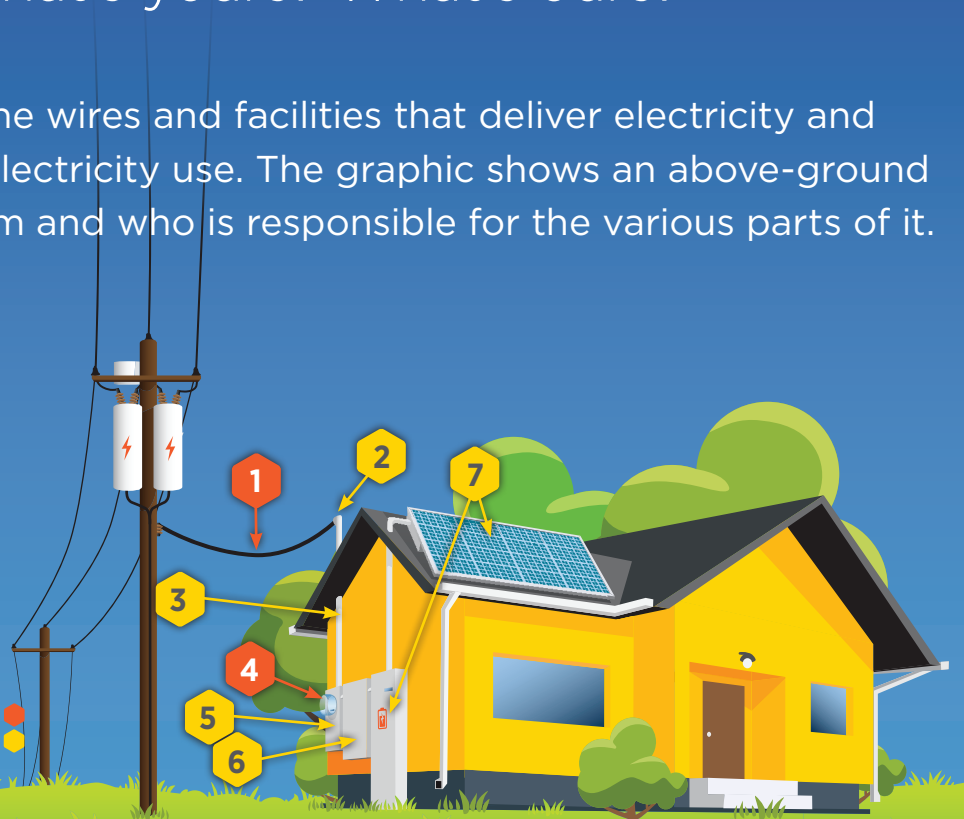




ABOVE-GROUND ELECTRIC SERVICE

What's yours? What's ours?

Austin Energy maintains the wires and facilities that deliver electricity and the meters that measure electricity use. The graphic shows an above-ground residential electrical system and who is responsible for the various parts of it.



Austin Energy maintains the items in ORANGE.
You maintain the items in YELLOW.

- 1. SERVICE DROP:** Austin Energy repairs the wire that runs to your home, but we do not trim trees along the service drop. We will shut off the power at your request so trees can be trimmed safely.*
- 2. POINT OF ATTACHMENT:** You are responsible for the anchor that attaches the service drop to your home.
- 3. SERVICE ENTRANCE CABLE:** You are responsible for the wire that runs along the outside of your home into the meter and from the meter to your service panel or fuse box.
- 4. METER:** Austin Energy owns the meter(s) that measures electricity use or solar production.
- 5. METER BASE:** You are responsible for the metal box that houses the meter.
- 6. SERVICE PANEL OR FUSE BOX:** You are responsible for the box(es), the circuit breakers or fuses, and all of the wiring in your home.
- 7. SOLAR / BATTERY:** You are responsible for any solar equipment or home battery storage system.

*A fee will apply and wait times may vary.

The drawing above shows a standard residential electrical system and is provided for illustrative purposes only. For detailed information on this and other electrical system design types, please refer to the Austin Energy's Design Criteria Manual and Distribution Interconnection Guide, both accessible at austinenergy.com/go/design.

If you plan to repair, replace or upgrade electrical equipment, please contact a licensed electrician.

City of Austin Utilities Customer Service:
512-494-9400 (Austin)
Email customercare@austinenergy.com

To report power outages, text **OUT** to **287846**
or visit outagemap.austinenergy.com.

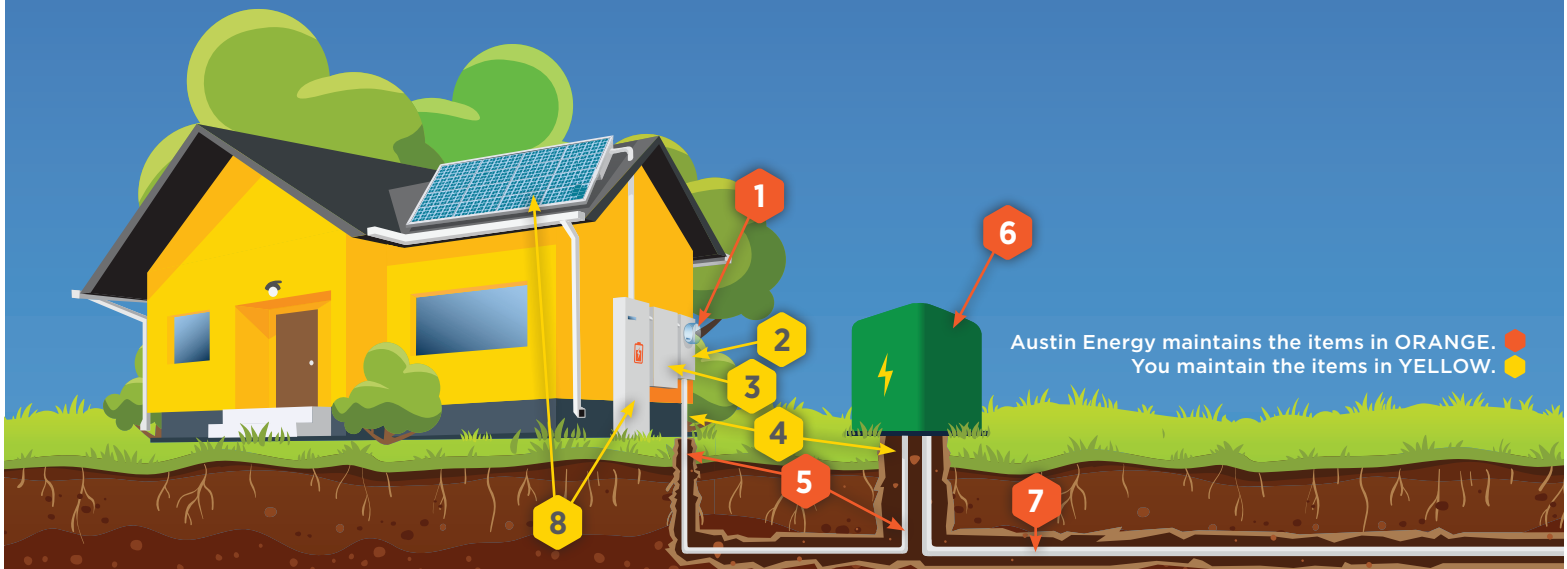
Call **3-1-1** to get information and report problems
Call **8-1-1** before you dig!



UNDERGROUND ELECTRIC SERVICE

What's yours? What's ours?

Austin Energy maintains the wires and facilities that deliver electricity and the meters that measure electricity use. The graphic shows an underground residential electrical system and who is responsible for the various parts of it.



- 1. METER:** Austin Energy owns/maintains the meter(s) that measure electricity use or solar production.
- 2. METER BASE:** You own/maintain the metal box that houses the meter (meter base).
- 3. SERVICE PANEL OR FUSE BOX:** You are responsible for the box(es), the circuit breakers or fuses, and all of the wiring in your home.
- 4. CUSTOMER CONDUIT:** You own/maintain the conduit from the meter base to where it enters the transformer.
- 5. CABLE INSIDE CONDUIT:** Austin Energy owns/maintains the cable inside the conduit from the transformer to the meter base.
- 6. TRANSFORMER:** Austin Energy owns/maintains the transformer mounted on the pad.
- 7. AUSTIN ENERGY CONDUIT:** Austin Energy owns/maintains the conduit and cable from the transformer back to the source.
- 8. SOLAR / BATTERY:** You are responsible for any solar equipment or home battery storage system.

The drawing above shows a standard residential electrical system and is provided for illustrative purposes only. For detailed information on this and other electrical system design types, please refer to the Austin Energy's Design Criteria Manual and Distribution Interconnection Guide, both accessible at austinenergy.com/go/design.

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